



Complaints & Problems

UT Southwestern Medical Center is committed to responding to students' concerns and problems. Students are encouraged to bring problems to the attention of the faculty and/or the administration without delay.

Filing a formal complaint is not necessary to call attention to a problem. You may contact faculty or the administration directly in person, by mail or by email. If you wish to pursue a problem informally, but do not know whom to contact, contact Wes Norred, vice president for student & alumni affairs at wes.norred@utsouthwestern.edu or 214.648.3599.

However, you may wish to file a formal complaint, either because you have raised the issue informally without satisfaction or because you prefer to start with the formal complaint process.

To file a formal complaint you must complete and submit the attached form. Submission may be in person to the Office of Student & Alumni Affairs located in the Skillern Student Services Building, via fax to 214.648-3289, via email to wes.norred@utsouthwestern.edu or via regular mail to:

Wes Norred
Vice President for Student & Alumni Affairs
UT Southwestern Medical Center
5323 Harry Hines Blvd.
Dallas, Texas 75390-9024

The receipt of the complaint will be acknowledged within 15 business days. Within 30 business days after the receipt of the complaint, UT Southwestern Medical Center staff will review the complaint and its documentation. Within 15 business days of the review, UT Southwestern Medical Center staff will respond to the formal complaint.



Formal Complaint Form

Date: _____

Name: _____

School: ___ allied health

Email: _____

___ graduate

Phone: _____

___ medical

State fully the details of your complaint below:

You may use additional pages if you wish. If so, indicate here: ___ pages attached.

-----**Office Use Below**-----

Date received: _____

Date acknowledged: _____

Date of Response: _____